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3623  
PATENT  
Serial No. 09/925,569 41

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Thomas L. Hill, et al.

Serial No.:

09/925,569

Filing Date:

August 9, 2001

Group Art Unit:

3623

Examiner:

Beth Van Doren

Title:

**METHOD AND SYSTEM FOR DETERMINING  
SERVICE RESOURCES ALLOCATION**

**RECEIVED**

AUG 20 2004

**GROUP 3600**

**Mail Stop AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

EXPRESS MAIL CERTIFICATE  
NO.: EV 324639935 US

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR §1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Name:

*Willie Jiles*  
Willie Jiles

Date:

August 17, 2004

EV324639935US

**RESPONSE PURSUANT TO 37 C.F.R. § 1.111**

In response to the Office Action mailed May 17, 2004 (the "Office Action"), Applicants respectfully request the Examiner to reconsider the rejection of the claims in view of the following Amendments thereto, and the comments as set forth below. Please amend the Application as follows.